

Patron Manual

Wolfner Library

for the Blind & Physically Handicapped

Dear Library Patron,

Welcome to Wolfner Library for the Blind and Physically Handicapped. The following staff members are available to answer any questions you may have regarding Wolfner services. Please do not hesitate to give us a call toll-free at **1-800-392-2614** or in Jefferson City at **751-8720**, write us, or email us at **wolfner@sosmail.state.mo.us**.

Director

Circulation

Machines

Reader Advisor for last names A-CO

Reader Advisor for last names CP-G

Reader Advisor for last names H-L

Reader Advisor for last names M-R

Reader Advisor for last names S-Z

Reader Advisor for Institutions

Descriptive Video Service

Reference Services

Service Problems and NEWSLINE

Volunteer Services

Youth Services and Schools

Richard Smith

Ken Gilliam

Archie Andrews

Paul Mathews

Susan Higgins

Virginia Ryan

Cheryl Hassler

Carol Mathews

Position Available

Cheryl Hassler

Lisa Sanning

Debbie Musselman

Deborah Stroup

Nancy Doering

We look forward to serving you.

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Welcome to Your Library

Mission Statement

The mission of the Wolfner Library for the Blind and Physically Handicapped (LBPH) is to provide informational and recreational books and magazines on cassette, on record, and in braille formats free-of-charge to Missourians who are unable to use standard print materials due to a physical disability and to provide disability-related information to the public. Wolfner Library is part of the National Library Service (NLS) national network of cooperative libraries. The purpose of the network is to make recorded and braille books and magazines available in a manner which is both accessible and convenient for the readers who use the library. Therefore, circulation is done through the mail. You may request a cassette or braille copy of this manual or an application for service by calling Wolfner Library at **(800) 392-2614** or **(573) 751-8720**. A copy of the application is also available on our website: <http://mosl.sos.state.mo.us/lib-ser/wolf/wolfhome.html>.

A Brief History

Before 1924, the St. Louis Public Library loaned braille books to the adult blind. In 1931, Congress passed the Pratt-Smoot Act, and eighteen (18) regional libraries, including the St. Louis library, were selected to become the National Library Service for the Blind. In 1937, private citizens raised funds for a building, which was dedicated in memory of Dr. Henry L. Wolfner, a noted St. Louis eye specialist. In 1977, Wolfner Library became a division of the Missouri State Library. Wolfner Library is under the administration of the Secretary of State, the Missouri State Librarian, and the Director of Wolfner Library for the Blind and Physically Handicapped.

In the ensuing years, additional federal laws broadened the eligibility for the library to include children and people who had physical disabilities. The book and magazine collections were made more accessible by providing materials not only in braille but also on record and on cassette. To assist readers in reading the "talking" (recorded) books, Wolfner Library loaned playback machines at no charge.

Location

Wolfner Library for the Blind and Physically Handicapped occupies offices on the first and second floors of the James C. Kirkpatrick State Information Center. The address is:

**Wolfner Library for the Blind
and Physically Handicapped
PO Box 387, 600 W. Main
Jefferson City, MO 65102-0387**

Telephone

**Wolfner's Missouri statewide toll-free telephone number is:
(800) 392-2614**

**In the Jefferson City area, the local telephone number is:
(573) 751-8720**

Cost—This is a Free Service

Wolfner Library is supported by state and federal funds. No fees are charged for books or for the cassette machines and record players used to play talking books. Like services you receive from your local public library, services from Wolfner Library for the Blind and Physically Handicapped are without cost to you. You pay no fees or postage costs.

Changing or Discontinuing Services

Call or write Wolfner Library whenever you want to change or discontinue your library services; for example, you can change your address or the number or types of books you receive.

If you visit another state and want to receive library service while you are there, call or write Wolfner Library and explain your needs. Wolfner Library will send your books to the out-of-state address on a temporary basis. If your move to another state is a permanent one, library services can be transferred to the NLS regional or sub-regional library that serves residents of that state.

Media

Books are available through Wolfner Library in braille, on cassette, and on record. In addition, the library houses a small collection of large print books, mainly children's titles. You can borrow books in any or all of these media.

Most of Wolfner Library's cassettes and records are recorded at a slower speed than commercial recordings. The cassettes will not play on a standard cassette player. Also, the cassettes are recorded on four tracks. This means that there are four (4) sides to every cassette. Wolfner Library loans special equipment on which to play recorded books. There is no charge or deposit required for the equipment.

Thanks to the generosity of the Friends of the Wolfner Library, descriptive videos are also available for you to borrow. There is a one-time registration fee for the descriptive video service. You must provide your own VCR and television to view these tapes.

Copyright Laws

Under Public Law 104-197, materials produced at the slower speed on four (4) tracks for use by blind persons or other persons with disabilities by authorized entities are not an infringement of copyright. It is illegal to make copies of any of the books, magazines or videos circulated by Wolfner Library.

Confidentiality

The reading records of Wolfner Library patrons are confidential, in accordance with Missouri Revised Statute 182.817. These records are retained at the library as long as the patron is an active user. If a patron moves to another state and requests his/her records, they will be transferred accordingly; Wolfner Library complies with the patron's wishes.

Wolfner Library

Serves more than 17,000 Missourians

Provides free mail library service to patrons' homes

Maintains a collection of 330,000 items

Circulates 500,000+ items each year

Sponsors a summer reading club for children

Answers reference questions and provides research for patrons by telephone, mail, e-mail, FAX, TDD, or in person

Staff

Director

The director oversees all aspects of the Wolfner Library operations. You may contact the director when service issues cannot be resolved through regular staff channels. Your comments about services are encouraged.

Reader Advisor

Each client of the Wolfner Library has a Reader Advisor. These advisors offer assistance in making sure you receive materials of your choice in a timely manner. Contact with your advisor can be made over the phone or through the mail.

Always Contact Your Reader Advisor When...

- ☎ you want to request books, magazines or descriptive videos;
- ☎ your machine malfunctions or does not play properly;
- ☎ your machine becomes lost or stolen;
- ☎ books stop coming;
- ☎ you have a question about your service;
- ☎ you need information on titles, subjects, or authors;
- ☎ your name, address, or telephone number changes;
- ☎ you wish to have your service put on hold;
- ☎ you wish to discontinue service; or
- ☎ you have equipment or books you are not using.

Youth Services Librarian

Wolfner Library employs a full-time professional librarian to provide specialized services for the children and teenagers who use the library. The youth services librarian works with individuals, schools, and teachers to provide reader advisory services and special programming for children and teenagers such as the summer reading program. The youth services librarian selects books to supplement the collection and maintains a small reference collection on children's and young adult literature, learning disabilities, and other relevant topics.

Reference Staff

Wolfner Library offers reference services comparable to those available in the public library. The reference librarian will answer your questions on a wide range of

subjects submitted by phone, mail, fax or e-mail. The topic will be researched using a variety of resources including Wolfner's collection, the National Library Service's Union Catalog, the Internet, and print resources, (i.e., reference books, magazine and journal articles, microfiche and microfilm). Our Wolfner technician will put the responses into the format you find most accessible.

Public Services Librarian

The role of the public services librarian is to ensure Wolfner Library patrons receive high quality service and to promote Wolfner Library services to library patrons, agencies, organizations, and the general public through presentations and exhibits.

Contact the Public Services Librarian when...

- ☎ you are experiencing problems with your service which your reader advisor is unable to resolve.
- ☎ you become aware of a good outreach opportunity for promoting our services to potential Wolfner Library patrons.

Circulation Staff

Wolfner Library's circulation staff is responsible for the library's entire book and recorded media collection. This part of Wolfner handles all incoming and outgoing mail and distributes the material to the various departments within Wolfner. Most important, the circulation staff keeps the entire collection in sequence in order to provide efficient distribution of library materials to people who use Wolfner.

Machines Coordinator and Staff

Wolfner Library provides equipment, accessories, and catalogs to its readers. The machines coordinator receives, issues, and controls the federally owned and supplied equipment, accessories, and catalogs intended for use solely by eligible blind and physically handicapped individuals or qualifying institutions. The machines staff maintains accurate records, conducts periodic inventories, safeguards the machines and accessories, provides maintenance, and offers assistance in troubleshooting equipment malfunctions.

Tape Duplication Staff

The Tape Duplication Department offers a wide variety of services. Computer-generated cassette labels, quality control checks of each and every cassette produced, tape duplication of popular titles, and cassette repair are just a few of the services provided. We also house and maintain an uncirculated, master copy of every cassette in our collection to aid in the tape duplication process.

Computer Information Technician

Our computer information technician oversees all aspects of the computer software and hardware specific to Wolfner Library. Regular database backups, technical support, and label and report generation are just a few of the technician's responsibilities that help our library serve you better.

Coordinator of Volunteers

Wolfner Library offers a number of volunteer opportunities; volunteer support helps us provide better service to our clients. Volunteer services are concentrated in four different areas including the Recording Program, Outreach/Public Education, In-Home Assistance and In-House/Wolfner Library assistance.

Volunteers serve in many different capacities, including demagnetizing tapes for re-use, inspecting and cleaning tape recorders, clerical work, producing tape-recorded books, tape duplication, and special projects.

Contact the Coordinator of Volunteers when...

- ☎ you or someone you know wants an opportunity to "make a difference" in someone's life;
 - ☎ you or someone you know wants meaningful work;
 - ☎ you or someone you know has extra time they would like to use productively; or
 - ☎ you or someone you know wants to "help out."
-

Book Catalogs

There are several ways to find out what books are in Wolfner Library. You can review the books listed in *Talking Book Topics* and *Braille Book Review*; you can request subject catalogs such as mysteries, westerns, etc.; you can check Wolfner Library's Online Public Access Catalog (OPAC), or you can request specific titles, authors, or subjects through your Reader Advisor.

Talking Book Topics (TBT) & Braille Book Review (BBR)

Talking Book Topics (a catalog listing recorded books only) and *Braille Book Review* are bimonthly publications sent to all registered library readers. *Talking Book*

Topics is available in large print or on cassette. *Braille Book Review* is available in large print or braille. Both *Talking Book Topics* and *Braille Book Review* are available as ASCII files on computer diskette. Call the library if you would like to change the format that is being sent to you. All copies contain information on the most recent books produced by NLS and distributed to the regional libraries.

Your copy comes with an order form so you can simply check the books you want and send the form to Wolfner Library. *Braille Book Review* has a braille order form. Both versions of *Talking Book Topics* (in print or cassette) have print order forms. Listings include order numbers, authors, titles, descriptions for each book, and whether the book contains strong language, violence and/or explicit descriptions of sex. *Talking Book Topics* and *Braille Book Review* are divided into the following categories: adult non-fiction; adult fiction; children's non-fiction; children's fiction; and books in foreign languages.

Subject or Genre Catalogs

In addition to *Talking Book Topics* and *Braille Book Review*, there are many other catalogs published by NLS which contain listings and descriptions of the books Wolfner Library has for you to read. For a current list of available catalogs, please contact Wolfner Library, or check the library's homepage at <http://mosl.sos.state.mo.us/lib-ser/wolf/wolfhome.html>. (You can also get to this web page by typing "Wolfner Library" into your favorite search engine.)

Please note, however, that none of these catalogs includes all books available through the Wolfner Library. If a book you want to read is not listed in a catalog, call the library and ask if it is available. Reader Advisors have access to a complete list of all books available through the library's computer system.

NLS Questionnaires

Periodically, NLS sends questionnaires to library readers asking if they would like to receive personal copies of the NLS-produced catalogs. These catalogs contain listings of NLS-produced books. They are available in large print, on cassette, and in braille. In order to receive the catalogs listed in a questionnaire, you must return the questionnaire to the address listed.

Online Public Access Catalog (OPAC)

Wolfner Library's catalog of books is available online through the Internet. You need to have telnet capability on your computer to open the catalog. The OPAC address is: mosl.sos.state.mo.us/lib-ser/wolf/opac.html. The user name is `wolfpac`.

Ordering Books & the Circulation System

The goal of the library's circulation system is to provide you with all the reading material you want on a steady basis. Therefore, most of the time, you will receive a new book automatically every time you return one. The books sent to you are selected from your request file, or based on the reading interests you indicated on your application.

Generally, each new reader is sent seven books. Call the library if you want to increase or decrease the number of books you receive. Remember, you are sent a new book each time you return one. Therefore, an effective way to use the system is to return each book as soon as you finish it. This will guarantee you a steady flow of books.

Wolfner Library numbers books with a two-letter prefix followed by a four or five-number code. The two-letter prefix identifies the medium in which the book is available. The following list identifies the codes.

BR = Braille.

FD = Flexible disc talking book records. Flexible discs are recorded at 8-1/3 revolutions per minute (RPM) and play for approximately 60 minutes per side. The disc itself is pliable.

RC = Recorded cassettes. These cassettes are generally recorded on four tracks at a speed of 15/16 inches per second (IPS) and play for 90 minutes per side.

RD = Rigid disc talking book records (RDs) are recorded on rigid discs at a speed of 8-1/3 RPM and play approximately 30 minutes per side.

NLS is no longer producing books on record, neither the flexible nor the rigid discs, but the library's collection still retains these holdings.

You may order books by catalog number only, but if any numbers are transposed, you may get the wrong book. If you also include the title and the author's name, you will be sure to receive the book you requested.

❖ **Be sure you include your name and address on your order form or book list.**

Ordering Books In a Series

If you want to read books in a series in chronological order, call Wolfner Library and request the first title of the series. Each time you receive a book in the series, call to request the next title. Your Reader Advisor can assist you if you don't know the order of the titles in a series.

NOTE: If several titles in a series are put on request or reserve, they may be received in random order.

Getting Assistance

If you need assistance in ordering books, you may call Wolfner Library's toll-free number and your Reader Advisor will assist you.

If you are not receiving enough books, the reason may be that you are not sending books back regularly. Another reason may be that your maximum number needs to be increased or you are "request only" and you need to send in more requests. Call your Reader Advisor to discuss these problems.

You can also request books be sent to you only when you ask for them. This way you will not have a constant flow of books.

Another way to order books is through e-mail. Wolfner Library's e-mail address is: wolfner@sosmail.state.mo.us.

Web-Braille

Patrons with Internet and braille output capabilities can download many braille books from the National Library Service. To register for this service contact the Wolfner Library staff at **(800) 392-2614**. You will need to tell the staff what you would like your password to be and your e-mail address. After your account is set up, you will receive an e-mail message informing you how to access the collection.

Wolfner Library also offers a Missouri-specific web braille site containing college sports schedules, festival information, Missouri magazines and books, and other items that may be of interest to you. Missouri Web-Braille is on Wolfner Library's web page at, mosl.sos.state.mo.us/lib-ser/wolf/braille/braille.htm.

Circulation

The standard loan period for a book is six (6) weeks. Returning books promptly assures a constant flow of reading material to you. Holding books for longer periods of time or neglecting to return them may interrupt your service and deny the same titles to other readers.

Books and Damage

Due to the nature of recorded materials, books can become damaged. Tapes tangle and break and records become scratched or bent. Braille books, too, are often damaged through normal use. If a book is damaged when you receive it, or if it gets damaged while you are reading it, notify Wolfner Library immediately. You will be sent another copy of the book if it is available. You should return the damaged book to Wolfner Library in its container. If it is a cassette book, place a rubber band around the damaged cassette and place it braille-side down in the container. If it is a record, place the damaged record braille-side down in the container. If it is a braille volume, tie a string around the cover of the volume. Then, check the box marked "defective book" in the upper left-hand corner of the mailing label.

Playback Machines & Assistive Devices

NLS talking book records and cassettes are not recorded the same way commercial records and cassettes are recorded.

To play talking book records, you need a special record player that plays records at speeds of 8-1/3 RPM (revolutions per minute), 16-2/3 RPM, and 33-1/3 RPM. Most talking book records produced today are recorded at 8-1/3 RPM. Many older talking book records, which were recorded at 16-2/3 RPM, are still available. None of these will play properly on a commercial stereo or record player.

Most of the cassette books in Wolfner Library's collection are recorded on four (4) tracks per cassette at 15/16 IPS (inches per second). You **must** have a special four (4) track cassette player to use these cassettes. The talking book machine and four (4) track cassette player are furnished free on indefinite loan, and you can keep the equipment as long as you remain active by borrowing one (1) book per calendar year. There is no deposit payment for this equipment.

Operating Instructions

Both players come with recorded instructions that explain how to operate the machines. If you need more assistance learning to operate your player, call Wolfner Library and ask for Machines Lending. Staff will answer any questions you have about the operation of your playback machine.

Power Sources

Record players do not have batteries and must be plugged into a standard wall outlet to operate.

Our standard cassette player has rechargeable batteries. To extend the life of the battery, you can charge the battery for approximately fourteen (14) hours, and then run it off the battery for six (6) hours. However, for your convenience you may leave the cassette player continuously connected to a wall outlet. This should offer only a small decrease in the performance of the battery. The C-1 must have a battery installed while in use. Running without a battery causes a reduction in sound quality, a slowing of fast-forward/rewind, and an increased stress on internal components.

NOTE: The E-1 cassette player does not have a battery and must be plugged into a standard wall outlet to operate.

Playback Machine Repair & Maintenance

If your playback machine breaks, you should call the Wolfner Library. Replacement or repair is at no cost. Readers are allowed only one cassette player and/or one record player in their possession. If your records are in order, a new machine will be mailed to you immediately. Mail the defective machine back to Wolfner Library in its original container. You will find a mailing label inside the box with the new machine. Dampen the back of the mailing label and place it over the label on the outside of the box. Whenever you return a machine, call Wolfner Library or fill out the equipment return form enclosed, explaining why you are returning it and whether you need a replacement.

❖ **Remember:** Machines can be mailed under "Free Matter" mailing privileges. Do not pay postage to return or exchange equipment.

Headphones

Record and cassette players are equipped with headphone jacks. Headphones are not, however, automatically furnished with the machines. If you live under circumstances where you need headphones to listen to your books, you can either buy headphones from a local retail outlet, or request Wolfner Library to send you a set if you qualify. You may qualify if your hearing is impaired, you live in a group setting, you need privacy or if sound causes difficulty to others. Some reading disorders also qualify. If you buy your own, you need to select monaural headphones with a 1/4" headphone jack. Adaptors are available from electronics stores that will allow stereo headphones to be used with these players.

Pillowphones

A pillowphone, to be placed under your pillow, is for Wolfner users who are bedridden. Normally, the sound can be heard only by the reader. It can be used with any NLS playback equipment.

Amplifiers

Special amplifiers are available for you if you have a significant hearing loss. Because the sound is boosted to a level that could cause permanent hearing loss to a person with normal hearing, a separate application requiring medical certification is necessary. The amplifier is designed for use with the standard headphones on any NLS playback equipment.

Tone Arm Clip

These are plastic devices that can be clipped onto the tone arm of the record player. These are available for you if have difficulty grasping the tone arm.

Extension Lever

Extension levers are provided for you if you have difficulty manipulating the key controls on the standard cassette machine.

Remote Control Unit

Remote control units are available if you are either bedridden or have great difficulty in mobility. A unit will operate only the on or off functions of NLS playback equipment. It will not provide control of individual functions such as volume, speed, etc.

Breath Switch

Breath switches are available if you have little or no use of your arms and hands. The breath switch plugs into the remote control transmitter and uses air pressure to operate only the on or off functions of NLS equipment.

Solar-Panel Battery Charger

Solar-panel battery chargers are available if you do not have access to electricity, either temporarily or permanently. This charger is used to recharge batteries for the cassette machine and the overseas talking-book machine Model B-79. It is a small, durable, lightweight unit packed in an 11" x 10-1/2" x 3-1/4" carton.

Book Service for Youth

The library has books for children of all ages in twin-vision print/braille, print/braille, braille, large print, and recorded book formats. The library collection also includes young adult books in braille, large print, and recorded cassette for teenagers.

Twin vision print/braille books are picture books at the preschool through primary grade level. The original standard print edition of the picture book, complete with pictures, is rebound with brailled text pages inserted between the print pages. The brailled pages are translucent. Twin vision print/braille books are excellent for sharing. The child who is blind or visually impaired can read the braille while a sighted person follows along. The sighted person may describe the pictures, if desired. An adult who is blind or visually impaired may also be interested in reading a twin vision print/braille book to a sighted child. Some twin vision print/braille books have large print and are useful for the visually impaired child who needs large print books.

Large print books are not part of the National Library Service program; however, Wolfner has a small large print collection. The large print collection consists primarily of books for children and teenagers. The library produces its own catalog of large print books. Call the library to request this catalog.

Print/braille books are braille books with standard print text included on the brailled pages. There are no pictures in these print/braille books. These books are especially useful for beginning braille readers who are working with a parent or teacher.

The library conducts a summer reading program for children and teenagers. Registered participants receive a packet with suggested reading lists and activities, including some for the entire family to enjoy. Summer reading club members receive awards for achieving different goals in the program.

Books for children and teenagers are cataloged with notations of appropriate grade levels. *Braille Book Review* and *Talking Book Topics* have sections announcing books in braille, cassette, and twin/vision print/braille for children and teenagers.

Magazines

The National Library Service offers a wide variety of magazines in braille and on cassette, free of charge to qualified readers. They are mailed directly to you each time the magazine comes out (weekly, monthly, etc.).

There are also magazines in recorded and braille formats that are produced by private organizations and other agencies. Some of these are available on cassette. We can help you learn if a particular magazine is available, its cost, and how to subscribe. A subscription fee may be charged for some of these magazines. Wolfner Library **cannot** pay subscription fees.

Magazines produced by NLS are recorded on cassette or produced in braille. Magazines recorded by other regional libraries are available primarily on cassette.

For a listing of the magazines available from NLS and other organizations, call Wolfner Library and request the publication titled *Magazines in Special Media*. This catalog is available in large print, braille, or on cassette.

Topics

You can subscribe to or borrow from a wide variety of magazines. Some of the topics available include the arts, news, sports, science, books, parenting, computers, health, and finance. Women's magazines and men's magazines are available, as well as several magazines written specifically for blind people. NLS also produces several magazines for children. Children can subscribe to these magazines through Wolfner Library. You can receive a complete list of magazines in each medium by calling or writing Wolfner Library.

NLS Magazines

Magazines produced by NLS play on Wolfner Library's players. They are mailed in paper envelopes with small address stickers and are yours to keep. These magazines should not be returned to Wolfner Library. Collect them, dispose of them, or pass them on to someone else when you are finished with them. Magazines available for subscription are listed in each issue of *Talking Book Topics*.

Braille magazines are also mailed to you directly. They generally arrive in cardboard boxes with small address stickers on them and are yours to keep. They should not be returned to Wolfner Library. Collect them, recycle them, or pass them on to someone else when you're finished with them. Braille magazines available for subscription through NLS are listed in each issue of *Braille Book Review*.

Subscribing to NLS Magazines

To subscribe to an NLS magazine, call or write Wolfner Library. Library staff will send your request to NLS. Do not contact NLS directly. All magazine subscriptions are handled through the regional libraries, so you must contact this library to subscribe. Subscription processing often takes six to eight weeks to complete. You will receive the first issue of the magazine you requested approximately two (2) months after you place your order. No limit is placed on the number of magazines you may subscribe to through NLS. However, you should review your subscriptions periodically and cancel any you do not wish to continue receiving.

You can also borrow magazines taped by other regional libraries. These magazines are not available on a subscription basis, but you can arrange to borrow them regularly from the library. They will arrive in a standard library mailer with a reversible mailing label and should be returned to the library when you are finished reading them. You can obtain a list of these magazines by contacting Wolfner Library.

Descriptive Videos

Great movies are now available to active Wolfner Library patrons. Descriptive videos are funded by the Friends of the Wolfner Library. There is a one-time registration fee of \$10.00 to enable the purchase of new videos as they are produced, and to replace lost or damaged videos. Only **"active"** readers of Wolfner Library may register to borrow descriptive videos. To be an active reader, you must have read at least one (1) book from the library in the past year, and be in compliance with all library guidelines.

Only one descriptive video will be loaned to each reader at a time. Please do not loan descriptive videos to friends and family. No additional video will be mailed until Wolfner Library receives the loaned video. The loan period for descriptive videos is one (1) week. Please return descriptive videos as soon as you have watched them so that others will be able to check them out.

You must provide your own VCR and television; no special adaptation is needed to hear the description. If you have any questions regarding descriptive videos, or any other services, please contact Wolfner Library at **(800) 392-2614** or **(573) 751-8720**.

NEWSLINE®

The National Federation of the Blind developed **NEWSLINE®** to be used by anyone who cannot read a printed newspaper because of a visual or physical disability. **NEWSLINE®** uses the latest digital technology to bring blind and visually impaired readers an easy-to-use telephone service that "reads" all the text from various newspapers across the country. Users need only a touch-tone phone and their personal

identification numbers to access any **NEWSLINE®** service center. By following a touch-tone menu, you will be able to access different sections of the newspaper—the front page, the sports page, the business page, etc. You choose the newspaper and voice you prefer.

Currently there are three centers available in Missouri. They are located at the St. Louis County Library, the Mid-Continent Public Library in Independence, and the Springfield-Greene County Library. Each offers three national newspapers and the local newspaper for the area.

There are no subscription fees associated with **NEWSLINE®**. Users who live in one of the local calling areas can access **NEWSLINE®** at no charge. However, users living outside the local calling area must pay the standard long-distance telephone costs involved. (Some telephone companies offer special discounted calling plans for a “long distance” designated number; this number could be **NEWSLINE®**.) You can listen to the newspaper for a maximum of five hours, in 30-minute sessions, for up to 10 sessions per day.

New users will receive a personal identification number (PIN) and a security code to gain access to **NEWSLINE®**. User PIN numbers and security codes are valid for use with any **NEWSLINE®** Network.

Applying for **NEWSLINE®** is as easy as a phone call, and there is no application fee. Call Wolfner Library at **800-392-2614** to request an application form, (or you may e-mail your request at wolfner@sosmail.state.mo.us.) If you are a registered patron of Wolfner, our staff will complete your application over the phone.

Wolfner Library Email Distribution List

You may wish to subscribe to our email distribution list. This list will be used to send out timely Wolfner information to our clients who have email. Topics include recommended reading lists, staff news, National Library Service updates, etc. If you would like to be added to our distribution list, please call the library at **1-800-392-2614** or email us at wolfner@sosmail.state.mo.us with a message stating you wish to be added to the list.

Mailing

Books, magazines, descriptive videos, and playback machines will be mailed to your home through the U.S. Postal Service. Books, descriptive videos, and magazines that must be returned to Wolfner Library will arrive in mailing containers with reversible mailing labels on the outside. A punched hole in the upper corner of the mailing label will be on the right side when you receive the item. When you are finished with the book, etc.

turn the mailing label over so that the punched hole is on the left side, replace it in its holder on the outside of the mailing container, and drop it in the mail.

All Wolfner Library materials can be mailed as "Free Matter for the Blind and Physically Handicapped." As long as they have this notation on the container, the post office will handle them at no charge. Free matter privileges are the result of Public Law 91-375, which allows large print, recorded, and brailled material for persons with disabilities to be mailed free. Congress provides funding to the United States Postal Service to underwrite the costs of carrying free matter mail.

Before mailing your materials back to Wolfner Library, please check the following:

- ✓ Rewind all descriptive videos.
- ✓ Rewind the last cassette in each book. When all four sides have been played, tapes have been correctly wound. Rewinding the last cassette helps library staff process your returned books and send new items to you sooner. If a book ends on an odd-numbered side (for example 1, 3, 5, etc.), it should be rewound. If it ends on an even-numbered side (2, 4, 6, etc.), it should be fast forwarded to the end.
- ✓ Put all records in their proper order in the mailing container. An easy way to keep records in order is to put each record at the back or bottom of the pile of records when you have finished with it.
- ✓ Place any defective cassette or record braille-side down in the mailing container. You can also put a rubber band around defective cassettes.
- ✓ Make sure that no personal items are inside the mailing container.
- ✓ Be sure that records are flat.
- ✓ Be sure that all cassettes, videos, and records are in their original containers and that books are complete before you return them.
- ✓ Securely snap or buckle mailing straps.
- ✓ Turn over the mailing label before sending material back to Wolfner Library.
- ✓ Make sure you return material to the proper library. Other libraries, including the Multistate Center, mail books in similar or identical containers used by this library. If you receive books from the Multistate Center or from other libraries, be sure that you return them in their original containers to the Multistate Center or the other library.

Six Suggestions to Improve Your Library Service

1. Rewind descriptive videos and the last cassette in every book. Your help (and everyone else's) rewinding will shorten the time needed to process your returned materials and get new items out to you.
2. Update your request list periodically. This will ensure that you always have a book to read or a descriptive video to enjoy.
3. Send each item back to the library as soon as you have finished it. This will make that item available for others and guarantee you a steady flow of materials.
4. Call your Reader Advisor whenever you have a question, or problem, or need some reading suggestions. You can call the library toll-free in Missouri at **(800) 392-2614**, or make a toll call at **(573) 751-8720**.
5. Review your magazine subscriptions at least once a year. This will help you receive only the magazines you want to read.
6. If you have library books or machines that you are no longer using, please call the library and let us help you return them — for others to use.

Thank you — and welcome to Wolfner Library!